# Head of Delivery & Operations

**Next-gen AI Infrastructure start-up**

## Job Information

**Recruiter**
SThree K.K.

**Job ID**
1607858

**Industry**
Hardware

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
16 million yen ~ 25 million yen

**Refreshed**
October 27th, 2026 02:00

## General Requirements

**Career Level**
Mid Career

**Minimum English Level**
Business Level

**Minimum Japanese Level**
Native Level

**Minimum Education Level**
Bachelor's Degree

**Visa Status**
Permission to work in Japan required

## Job Description

Head of Delivery & Operations - Japan

Our client is building next-generation AI cloud infrastructure in Japan, providing enterprise customers with GPU cloud services, AI platforms, storage, networking and tools to develop, deploy and scale AI workloads. They are seeking a Head of Delivery & Operations to lead customer onboarding, day-to-day service operations, reliability and customer success for their GPU cloud platform, playing a pivotal role in shaping how leading Japanese enterprises run production-scale AI workloads.

Key Skills & Experience

- **Cloud Operations & Infrastructure Delivery** - End-to-end leadership of service delivery from contract to production, covering capacity, connectivity, security and operational handover.
- **Service Management & Governance** - Running enterprise-grade operations with SLAs, incident and change management, risk control, and structured project governance.
- **GPU Cloud & AI Infrastructure** - Operating GPU cloud platforms, virtual machines, storage and networking to support AI training, inference and HPC workloads.
- **Capacity & Partner Management** - Forecasting GPU and infrastructure demand, coordinating with data centers,

vendors and technology partners to ensure performance, availability and security.

- **Customer Success & Stakeholder Management** - Acting as senior operational contact, managing escalations, running service reviews, and supporting customers from pilot to production-scale AI.
- **Process Building in Fast-Growth Environments** - Creating SOPs, runbooks, onboarding playbooks and governance frameworks in a rapidly scaling organization.
- **Language Capability** - Native-level Japanese and Business English, to engage effectively with local and global stakeholders.

Interested?

If you are excited by the opportunity to define AI cloud delivery and operations in Japan, we would be pleased to discuss this role and our client's vision further.

## Company Description

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